

USER'S GUIDE



Paratransit Service

USER'S GUIDE

GREEN AND HEALTHY
WINE COUNTRY
January 2013

**TERRITOIRE DESSERVI
TRANSPORT ADAPTÉ**

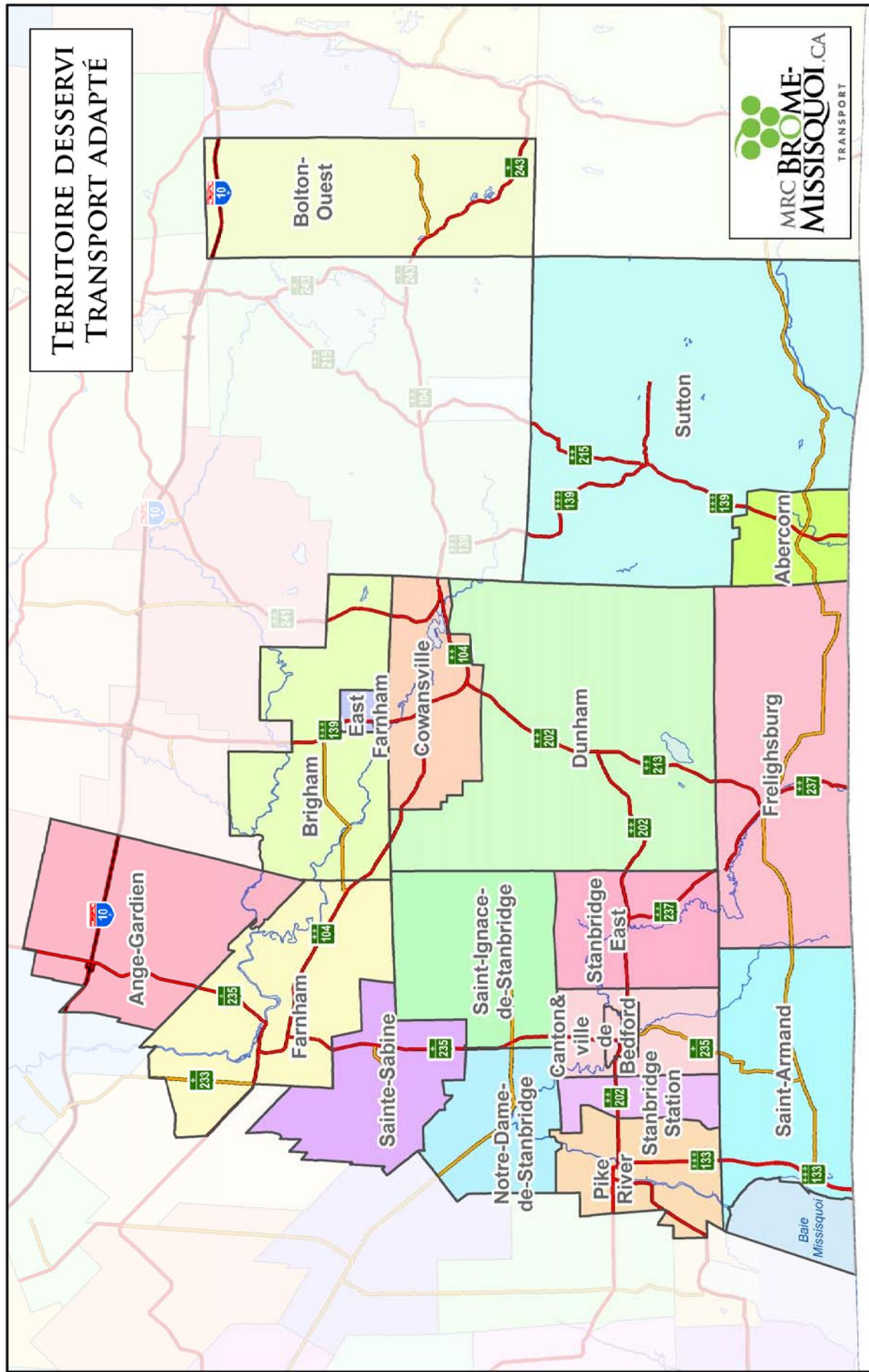


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GENERAL INFORMATION

The **MRC Brome-Missisquoi (MRC) paratransit** service provides door-to-door adapted transportation to people with limitations. The service operates strictly by reservation and only people who are eligible on the basis of the Québec Minister of Transport policy regarding adapted transport eligibility requirements are entitled to use the service.

The public transit system consists of transporting many people together on the same trip.

This *manual summarizes the adapted transit policy which is available on the MRC website (www.mrcbm.qc.ca).*

For any information, membership eligibility request, reservation, cancellation, file change or comment, please contact us:

IN WRITING

MRC Brome-Missisquoi
Adapted and Public Transport Service
749, rue Principale
Cowansville (Québec) J2K 1J8

BY TELEPHONE

450 263-7010 or 1 866 890-5242

BY EMAIL

transport@mrcbm.qc.ca

DRIVER'S AUTHORITY



According to the « Guide de référence des pratiques en transport adapté au Québec » (ASTAQ et coll. 2008), the driver

signals his presence by ringing the doorbell of the residence, calling out the user's name and the destination.

If required, the driver provides assistance by taking the user's arm or pushing the wheelchair, at both the departure and arrival point. The driver's authority begins at the door of the departure point and ends at the door of the place of destination.

If the user is in a wheelchair and has to transfer from his wheelchair to the seat of the vehicle, the user must do so on his own, without the driver's help.

If there are more than three steps to mount, the user must be able to do this by himself or with the help of someone other than the driver.

The driver must never carry a user in his arms or move a wheelchair down the stairs. The driver must also ensure, in certain cases, the authority of the user to the destination.

MEMBERSHIP

MEMBERSHIP REQUEST

The applicant must obtain a membership application form and make sure the second section of the form is filled out by a health professional. Application forms are available at the transit service office and on the MRC website.

Only the original copy of the form, duly signed by the applicant, is deemed to be valid by the eligibility committee. An eligibility committee meets at the beginning of every month and will communicate its decision in writing in the 45 days following receipt of the application.

If the membership request meets the criteria defined in the Québec Minister of Transport policy regarding eligibility for adapted transport, the service will include a user's manual, the fare rates currently in effect and a membership card noting the file number and the user's name.

MEMBERSHIP CARD



The membership card will allow you to go anywhere in the province of Québec where paratransit service is available.

CHANGES TO FILE

The transit service must be advised of any change that needs to be made to your file:

- Address;
- Telephone number;
- Medical condition;
- Mobility aid (wheelchair, cane, walker, three and four wheel mobility scooter, guide dog, assistance dog, rolling cart for shopping, etc.);
- Accompaniment.

A change made to the type of admission or accompaniment requires a review by the eligibility committee. The evaluation of a professional providing all the details pertaining to diagnostics, deficiencies, incapacities and transport needs is required.

If the user moves outside the MRC Brome-Missisquoi territory, he must request in writing that the transport service transfer his file.

If the user no longer uses adapted transport during a span of two consecutive years, the user's file will automatically be deactivated. The user will have to contact the transport service to reactive the file.

TYPES OF TRANSIT

REGULAR TRANSIT

A regular transportation trip is a booking repeated on the same days and at the same time every week.

Reservation deadline: 5 working days prior to the trip.

The user is not required to reserve his trip every week.

OCCASIONAL TRANSIT

An occasional transportation trip is a booking that occurs periodically, on an irregular basis.

Reservation deadline: no later than noon, the working day prior to the trip.

The transport service dispatcher will confirm the departure time to the user only if there is more than a 15-minute gap between the scheduled departure time and the revised time.

GROUP TRANSIT

- Minimum of 4 people;
- Based on vehicle availability;
- Compliant with budget limitations;
- Flexible schedule;
- Cost-related rate scale.

Reservation deadline: 5 working days prior to the trip.

REGULAR ROUTES TO COWANSVILLE

- bus Monday to Friday;
- bus Two trips going: Morning and noon;
- bus Two trips coming back: Noon and late afternoon.

OTHER ROUTES

- bus For specific needs.

TRIPS OUTSIDE THE AREA

Trips outside the area are provided **for medical reasons only**, and the trips are to:

- bus Saint-Jean-sur-Richelieu;
- bus Granby.

These trips are permitted only if they are on an occasional, non-recurring basis (hemodialysis is an example of a recurring trip) and they must respect budget limitations.

The time slot for going is: From 9:30 a.m.
to 1:30 p.m.

SCHEDULE

TRANSPORT

Monday to Thursday: From 7 a.m. to 6 p.m.
Friday and Saturday: From 7 a.m. to midnight
Sunday: None
Group transit: Daily, depending on vehicle availability and budget

OFFICE

Monday to Friday: From 7 a.m. to noon
From 1 to 4 p.m.

CLOSED: Good Friday
Easter Monday
National Patriots' Day
Québec National Day
Canada Day
Labour Day
Thanksgiving
Holiday period*

* Schedule subject to change. The user must contact the transit service to find out its business hours.

FARES

The fare rate in force is subject to change.

Users can find out the fare rate by calling the transit service or checking the MRC website.

METHODS OF PAYMENT

Cash: exact amount

Tickets sold in a booklet of 10

- 2 types : Intermunicipal and Intramunicipal;
- No refunds;
- Payable in cash or by cheque made out to the MRC Brome-Missisquoi.



RESERVATION

WHEN TO RESERVE

Users must contact the transit service from Monday to Friday, from 7 a.m. to noon and 1 to 4 p.m., except for statutory holidays:

- **Regular transit:** 5 working days prior to the trip.
- **Occasional transit:** no later than noon, the working day prior to the trip.
Trips made on a Monday or a statutory holiday requires the user to reserve no later than noon on the working day preceding the statutory holiday.
- **Group transit:** 5 working days prior to the trip.

INFORMATION REQUIRED

- First and last name;
- Date of transportation;
- Trip frequency (if applicable);
- Address of departure point and destination;
- Time of departure and return;
- Presence of a companion or an animal (including guide or assistance dog);
- Any change in mobility devices since the previous reservation;
- Visitor's status (if applicable).

RESERVATION

VISITOR

The visitor must reserve his place by contacting the transit service. The visiting user will have to comply with transit service regulations and pay the same fare as users residing in the area covered by the MRC Brome-Missisquoi.

MEDICAL APPOINTMENTS

The return trip from a medical appointment can be made on an on-call basis. When the trip is between two municipalities, the user must select the transit circuit times of departure or return, if applicable.

If the return is on call, the user must phone:

- The transit service;
- or directly to the transporter if it is past regular office hours.

The user has to expect a reasonable waiting time in relation to peak hours and the availability of vehicles. There may be longer delays for return on-call trips outside the area.

TRANSPORTATION MODE

The mode of transportation that is used for the trip is at the discretion of the transit service. ***The service is not required to inform the user about the mode of transportation it will be using.***

RESERVATION

CANCELLATION

If the user cancels a trip, he must notify the office a minimum of one hour before the scheduled departure.

If the office is closed during noon hour, in the evening or on weekends, the user must call the transit service and leave the cancellation message, and then call the transporter directly or, if required, the emergency number.

Regular, as well as occasional reservations must be cancelled in compliance with these instructions and they must take into account statutory holidays which sometimes require notification several days ahead.

If the user is not there for the departure, the return trip is automatically cancelled. If the user wishes to keep the return trip, he must advise the transit service at the time of cancellation.

If the user neglects to cancel his reservation, his transportation is regarded as a white trip.

CHANGE

Any request for a change in a reservation must be made before noon on the day prior to the transportation. Changes to a reservation for weekend or Monday travel must be made on the Friday, before noon.

A driver cannot change a reservation without the approval of the transit service dispatcher.

USER'S RESPONSABILITIES

ACCESSIBILITY AND MAINTAINING THE PREMISES

In winter as well as summer, the user must ensure accessibility to his residence to be sure he can safely access the vehicle.

Failure to assume this responsibility is regarded as a white trip.

ANIMALS

Pets:

- Must travel in a closed cage provided by the user;
- The cage has to remain on the user's knees so that it does not take up space reserved for other occupants of the vehicle;
- The user must advise the transit service when making the reservation that he will be bringing an animal on board.

This restriction does not apply to guide or assistance dogs.

HELP AT THE POINT OF DESTINATION

The user's caretaker or custodian must assume the duties of looking after the user once the vehicle arrives at its destination.

In the absence of a caretaker/custodian, the driver will, in order, contact the transit service, the user's caretaker/custodian, and, if required, a representative of the Centre de réadaptation en déficience intellectuelle Montérégie-Est (CRDI).

USER'S RESPONSABILITIES

LUGGAGE/PARCELS

Luggage and parcels are permitted on board provided the handling of such does not require the involvement of the driver, and provided they do not block the passageways or take the place of a user.

SAFETY BELT

Wearing a safety belt is mandatory for all travel.

PROPER CONDUCT

The user's conduct aboard the vehicle must be respectful and civil toward the driver and the other passengers.

PUBLIC BUILDINGS, RESIDENCES AND APARTMENT BUILDINGS

The user must be at the main entrance of the building 10 minutes before the time of the scheduled departure.

If the user is in a public place, he must be at the spot indicated at the time of the reservation. If there are multiple doors, the user and the transit service will agree on the place for boarding. The driver will note his presence by calling out the user's name.

The driver is not allowed to use an elevator or stairs to go and get a user or escort the user back to his floor in the building.

USER'S RESPONSABILITIES

WHEELCHAIRS

There must be an approved restraint system ensuring that the wheelchair is properly secured in the vehicle. If this is not the case, the user will not be allowed to make the trip and it will be regarded as a white trip.

The transit service reserves the right to refuse to provide transportation to a user who uses an oversized wheelchair or one that, for one reason or another, does not properly fit into the adapted vehicle. The inability to ensure transportation will also be regarded as a white trip.

Three- or four-wheeled scooters

These devices must have regulatory anchoring. The user then has to be able to move from (transfer) his mobility device to the car seat without the driver's assistance.

The user must advise the transit service of the use of these types of vehicles when the user makes his reservation for the service.

Empty wheelchair due to scheduled repair.

Subject to available space inside the vehicle, a user may travel with an empty wheelchair only for reasons pertaining to scheduled repair of the wheelchair.

When making the reservation, the user must mention that he is traveling with an empty wheelchair. The user must pay additional transportation charges – the price of a trip. No wheelchair transportation is allowed without the user's presence.

USER'S RESPONSABILITIES

CHANGING A ROUTE

Under no circumstances may the user change a driver's route.

LOST OR BROKEN ITEMS

If the user forgets an item in a transportation service vehicle, the user must contact the transit service.

If the item is found, it will be turned over to the bus or taxi driver, who will give it back to the user at the time of the next trip.

The transit service is not responsible for items that are lost or broken during the user's trips.

PUNCTUALITY

The user must be ready 10 minutes before the scheduled boarding time. It may happen, for some unforeseen reason that the vehicles are a few minutes ahead of or behind schedule.

However, drivers are not obliged to wait for a user for more than 10 minutes after the scheduled boarding time. This wait time is shorter for bus drivers that have to meet the set bus-circuit schedule.

If the transporter has to leave without the user, this transportation will be regarded as a white trip.

TOBACCO AND FOOD

It is strictly prohibited to smoke, drink or eat in any transit service vehicle.

WHITE TRIP

A transport is regarded as a « white » trip when the transporter has to make a needless trip to pick up the user.

If the user neglects to cancel his trip, the user must compensate for these costs by paying for his transport at the rate in effect, even though he did not use the service.

The user is assessed a white trip for the following reasons:

- 1) Refusal to take the transport;
- 2) Not there at the set place and time and forgot to cancel;
- 3) Residence was inaccessible;
- 4) Not ready at the scheduled time;
- 5) Inadequate wheel chair;
- 6) Non-payment.

After three white trips, the transportation will be suspended for a week or more, depending on the circumstance.

NON-PAYMENT

Transport is automatically refused to the user that does not pay his fare.

It will also be regarded as a white trip.

PENALTIES

NSF CHEQUE

If the user issues an insufficient funds (NSF) cheque, the user will be required to pay the amount due, along with an additional \$20 (administrative fees) on the next trip.

After 2 NSF cheques, the transportation will be suspended for a week or more, depending on the circumstance.

The transit service may then decide to require a cash-only method of payment.

IMPROPER CONDUCT

Depending on the severity of the improper conduct, the penalty could be a temporary suspension of one week or more or, in some instances, a permanent suspension.

The transit service will work with the various parties involved to find a solution to the problems occurring as a result of unacceptable behaviour.

NON-COMPLIANCE WITH THE RULES

Non-compliance with any of the rules issued by the transit service may lead to immediate suspension or the charging of additional fees.

UNUSUAL CIRCUMSTANCES

DELAY

A delay is deemed to be an unusual occurrence when it exceeds 10 minutes. The user may then call the transit service, which would then be able to provide them with the reasons for the delay or, if the office is closed, to the emergency number or directly to the transporter.

ACCIDENT

If an accident occurs on the trip, the transit service will make every possible effort to contact the user's family.

POOR ROAD CONDITIONS

To ensure the safe transporting of users, the transit service reserves the right to temporarily suspend its service because of poor road conditions.

This decision is made by MRC Brome-Missisquoi's transit service director in consultation with the transporters, if required.

In the event of a closure of service, an announcement will be made on the following broadcast networks:

- ▣ Salut Bonjour (TVA) and
- ▣ CFXM-FM (104,9).

The user can also contact the transit service; a message will inform the user about the closure of service in the event of extreme weather conditions.

LODGING A COMPLAINT

The Brome-Missisquoi transit service constantly strives to improve its service. The transit service regards complaints addressed to it as an opportunity to review its operational process and the training and support structure of its staff.

When a user wishes to lodge a complaint about an incident, situation or about a staff member, the user may submit a written or verbal complaint to the transit service.



Dorval Burlington
Plattsburgh

TAXI BEDFORD

450 248-4511



TRANSPORT ADAPTÉ

Jean-Paul St-Pierre
Cell. : 514 606-0199



Bedford et
environ

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taxibedford@gmail.com

Service 24 heures 7/7 jours



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**Personne avec entente pour :
CSST - SAAQ - Solidarité sociale**

Réservation : 450 263-8080

107, rue Olivier, Cowansville



USER'S GUIDE

Any questions ?

Contact us.

Our offices are open
From Monday to Friday
From 7 a.m. to noon
and from 1 to 4 p.m.

450 263-7010

1 866 890-5242
(toll free)

1 866 278-9538
(emergency number)

Service de transport
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